

Norfolk Homeless Consortium
Healthcare Committee
Meeting Minutes
September 18, 2007

Attendees:

Claudia Gooch, The Planning Council	Stacie Walls-Beegle, ACCESS
Marge House, ForKids	Sari Friedman-Rosner, DHS / HART
Barbara Willis, Park Place Medical Center	Haisezetter Hines, Park Place Medical Center
Larry Ryan, Salvation Army	Katie Kitchin, Office to End Homelessness
Alicia Matthews, St. Columba	Julie Dixon, The Planning Council
Clara Smith, Virginia Supportive Housing	Charles Windsor, Urban League SHR
Teresa Cousin, DHS / HART (Intern)	

I. Welcome and Introductions

Julie Dixon called to order the first monthly meeting of the Norfolk Homeless Consortium's Healthcare Committee, gave a brief history of the meeting's focus and asked everyone present to introduce themselves.

II. Disabled Parking Placards

Larry Ryan from Salvation Army passed around application forms for non-profit agencies to complete and send to DMV for disabled parking placards. If there is a legitimate case for these placards, DMV provides them for free. Larry would also announce this at the NHC meeting.

III. Homeless health care article

Larry Ryan also passed around an abstract from a useful article on responding to health care needs for homeless persons. The group launched into the discussion of the Norfolk homeless healthcare system.

IV. Healthcare for the Homeless / PPMC

As a result of earlier meetings around HCH, new services were added to complement the grant, such as:

- Transportation pick-ups & drop-offs from St. Columba Day Center and Union Mission on Thursdays each week for 3 clients. Pharmacy pick-ups also a possibility if requested. Vans and drivers provided by ACCESS.
- Referrals from PPMC for 'gap' prescriptions through the St. Columba medication assistance program. This program assists those who need medications while waiting for other benefits to be approved.

In addition, PPMC has 4 slots each week day (2 in the AM and 2 in the PM) for 'same day' appointments. Providers are encouraged to call and try to get these but be aware they are for the general public, not specific to homeless clients. So far, DHS, Forkids and Office to End Homelessness were each successful getting one client seen the same day.

Extra persons have shown up the past 2 Thursdays with CSB case managers and were seen but this was unexpected and not part of the original agreement of 3 clients per week. Providers expressed their frustration in not being able to get people into the clinic that need immediate medical attention not appropriate for the hospital ERs.

The group discussed several issues they would like to see progress on, such as:

- Original grant targets were for 600+ new clients in Year 1. If this were in place then 12 new homeless patients should be seen each week but that number is not being met.

Barbara Willis explained that with the current medical providers and budget in place, these goals are not realistic and she is looking at the possibility of reducing that target. The grant amount was decreased shortly before submission and allotted for 1 pt-time physician, 1 full-time LPN/Case Manager/Outreach worker, and 2 lab assistants. In addition, the start-up of the grant was very slow and it took several months to hire the LPN. They are looking at hiring someone separate to do outreach but the providers thought the resources would be better spent increasing appointment time with more medical providers. Barbara would be looking at the budget again and respond soon with what options were available.

- Reception at PPMC seems unwelcoming and not interested in assisting case managers and homeless clients.

There would be a meeting to retrain Reception staff on the purpose of the program and encourage a more hospitable atmosphere at the clinic.

- Required paperwork and IDs remains a barrier for many clients.

Barbara said no IDs were necessary but a referral form was.

- Providers requested a 100% walk-in system at the clinic for homeless clients, as well as monthly reporting on clients served.

It was agreed that Barbara and the staff at PPMC would review their medical appointments, budget and staffing and it would be discussed again at the next meeting.

V. Medication Assistance Program

Alicia Matthews presented the results of the program from January 1 – August 31.

181 referrals

394 prescriptions filled

Most referrals come from Salvation Army, Union Mission and Park Place. Frequent requests for Blood Pressure and Diabetes medications. Can assist children. \$1,000 cap per client over a 6-month period.

VI. Upcoming Meetings

It was agreed that future committee meetings will be held at the Gosnold Apartments' Boardroom at 10:00 on the 2nd Thursday of each month. The next meeting will be October 11th.